

Getting Started with Professional Services: *Starter Edition*

We Are SysAid

SysAid is on a mission to liberate organizations by putting AI to work for them and their people. We orchestrate service management across organizations with generative AI that taps into specialized data accumulated from thousands of customers and millions of users. With zero setup requirements, our conversational AI manages employees' requests, assists with queries, and accelerates the resolution of issues. With intelligence and ease infused into the workday, productivity thrives so that employees can focus on what they're meant to do, and organizations are free to fulfill their purpose.

With over 5,000 customers, SysAid partners with organizations ranging from small businesses to Fortune 500 enterprises across 140 countries.



Mission Health Services

Background

Mission Health Services, a nonprofit organization based in Utah, provides skilled nursing and rehabilitation services to 500-600 patients monthly. Their small IT team struggled with manual ticket tracking, causing delays and a backlog of unresolved issues. This inefficiency not only slowed down operations but also posed challenges in maintaining HIPAA compliance while supporting multiple facilities across the state.

Results

The impact was significant: ticket resolution times improved by 90%, reducing from 3-5 business days to just 2-4 hours. Open tickets decreased by 75%, and the IT team successfully managed over 20,000 tickets, leading to higher employee satisfaction. Migrating to SysAid Cloud also ensured HIPAA compliance and enhanced data security, allowing the IT team to focus on strategic initiatives rather than server maintenance.

Choosing SysAid

Mission Health Services implemented SysAid to automate ticket creation, assignment, and status updates, significantly reducing manual workloads. Automated workflows and prioritization ensured that urgent issues were handled promptly, shifting IT from a reactive to a proactive approach. Additionally, real-time dashboards and advanced reporting provided leadership with valuable insights into IT performance, improving decision-making.

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Employees used to avoid IT. Now, they actively engage with us to solve problems

Streamline Your ITSM *Journey* with SysAid

We understand that smooth implementation is high on the list of priorities of every IT leader. Our expert-led onboarding and implementation process is designed to ensure an easy transition, equipping your team with the tools and knowledge to start seeing results soon.

In just two hours, your IT admins and implementation leads will dive into best practices across system configuration, automation, templates, and user experience, complete with live demos and real-time exercises in your own environment.

With clear guidance and practical tools, your team will walk away ready to optimize SysAid with confidence, setting the stage for long-term efficiency and ITSM success.

What to Expect from Your SysAid Implementation Workshop

In this focused, hands-on session, your team will:

- Learn how to configure key system settings and categories
- Set up role-based permissions and access controls
- Implement email and routing rules for efficient ticket management
- Create and customize incident and request templates
- Personalize the Self-Service Portal and knowledge base
- Explore Copilot features and best practices for AI-powered automation
- Apply learnings directly in your own environment with expert guidance

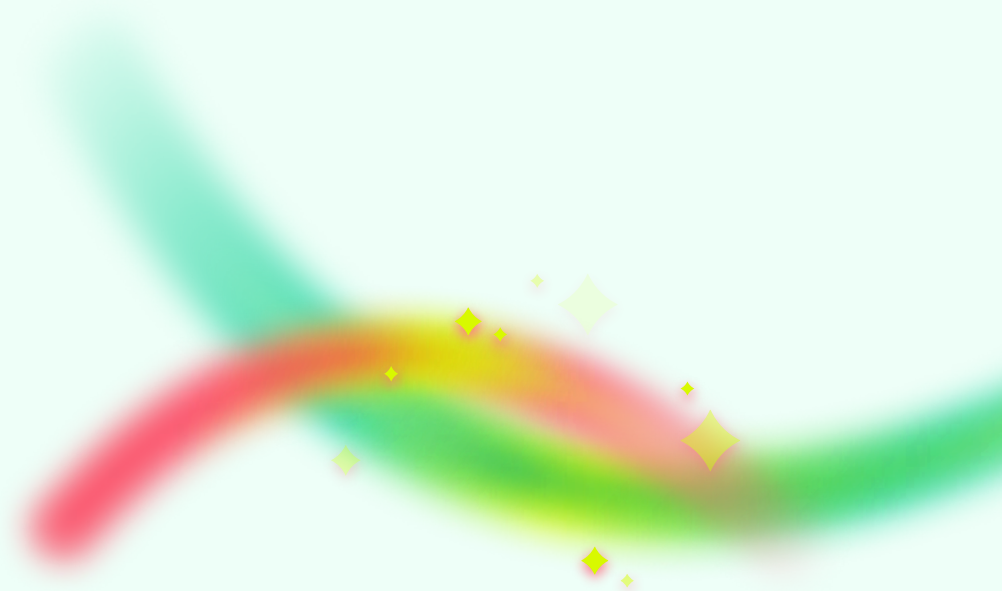
Join An Exclusive Onboarding Masterclass

To support your implementation, we offer a weekly SysAid Onboarding Masterclass – a live Q&A session where clients can bring their questions, receive expert guidance, and navigate their SysAid implementation with confidence.

Where - Online

Register - [Sign up here](#)

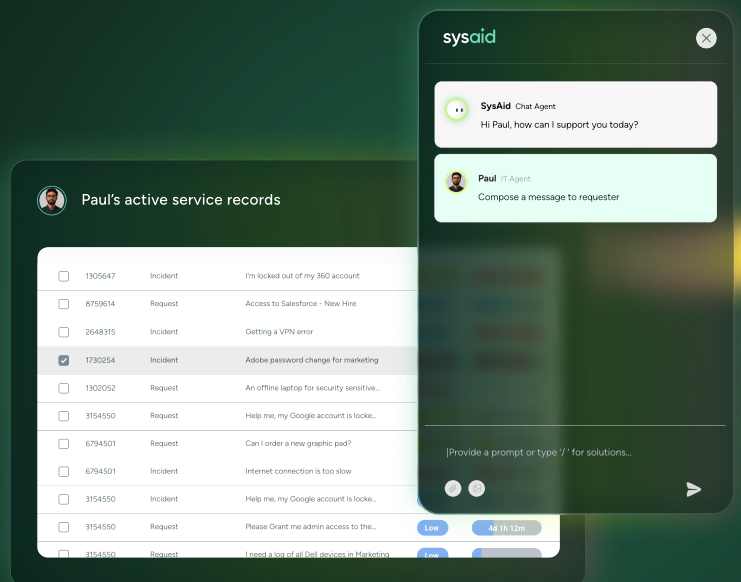
For additional assistance, contact your SysAid onboarding team.



Key Features

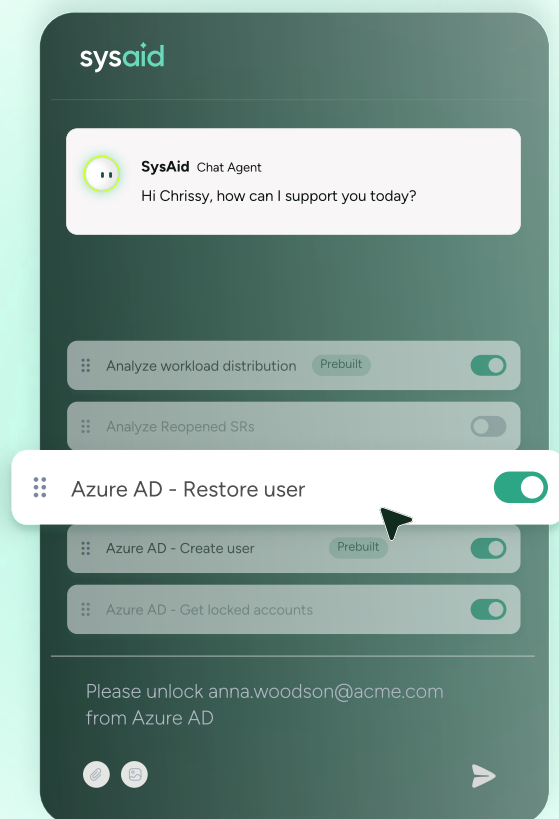
SysAid IT Service Management (ITSM)

SysAid's IT Service Management (ITSM) platform is an all-in-one solution designed to streamline IT workflows, automate repetitive tasks, and enhance service delivery. With built-in AI-powered automation, ticketing, and self-service capabilities, it empowers IT teams to resolve issues faster and improve user satisfaction. The platform offers seamless integration with third-party tools and provides real-time insights into IT performance through intuitive dashboards. By reducing manual efforts and enabling proactive IT support, SysAid ITSM helps organizations enhance operational efficiency and deliver a consumer-grade service experience.



SysAid IT Asset Management (ITAM)

SysAid's IT Asset Management (ITAM) module provides IT teams with a centralized platform to track, manage, and optimize assets across their lifecycle. Automated asset discovery ensures an up-to-date inventory, helping organizations maintain compliance, reduce downtime, and control costs. Integrated with SysAid's service desk, it links tickets to affected assets for faster incident resolution and more efficient troubleshooting. **Now enhanced with Generative AI, SysAid ITAM delivers real-time asset intelligence, enriched insights into asset health, usage, and risk, and proactive recommendations—empowering IT teams to make smarter decisions and streamline operations.**



ITSM that's run by
AI - and you.